

Email to Customers:

Dear valued customer,

I regret to inform you that our newest discount from Office+ was mislabeled. We did not mean that your next purchase is 20% off the total price. The discount was only supposed to be redeemable on your most expensive item you purchased.

We are sorry for any confusion we might have caused and if you use the discount at any of our stores **we will honor it as a 20% discount on your most expensive item in your next purchase** for the day. Our employees have been notified about the mistake and will be able to answer and help with any questions you may have, as well our manager(s) will also be in store greeting and helping with any of your questions you may have.

Thank you for your continued support,
Office+ Customer Support

Email to Employees:

Dear Office+ Team & Staff,

We have accidentally sent out a discount that grants customers 20% off their next purchase. This is wrong, the discount is supposed to be 20% off their most expensive item in their next purchase

We will still be honoring the discount to its intended value (20% off the most expensive item in purchase). If any one has any further questions please email me or call the manager on duty. The manager(s) will be in store for the next few days greeting and helping the customers with any questions that might arise.

Thank you,
John Doe, CEO